



**Australian Government**  
**Australian Customs and  
Border Protection Service**

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**INSTRUCTIONS AND GUIDELINES**

**FILE NO: 2008/009053-01**

**Detained Goods Management  
Transferring Goods  
Internally & Externally  
December 2010**

*INTERNAL USE ONLY*

**BCS CLASSIFICATION: TDFC Procedures**

**FILE NUMBER: 2008/009053-01**

THIS INSTRUCTION AND GUIDELINE REFERS TO:  
**PRACTICE STATEMENT NO:** 2008/11 Detained Goods Management  
**PUBLISHED DATE:** 18 MARCH 2008  
**REVIEWED DATE:** 10 DECEMBER 2010  
**AVAILABILITY:** INTERNAL AND EXTERNAL

**SUBJECT:** Detained Goods Management - Transferring and transporting goods  
**PURPOSE:** Lists the requirements and processes to adopt when transferring goods and the transport protocols to observe.  
**OWNER:** National Director Cargo  
**CATEGORY:** Operational Procedures  
**CONTACT:** DIRECTOR AIR CARGO IMPROVEMENT

*The electronic version published on the intranet is the current Practice Statement.*

#### SUMMARY OF MAIN POINTS

This document outlines the procedures for transferring detained goods and transport protocols to be adopted:

- Transferring to other Customs and Border Protection areas (Internally)
- Transferring to other agencies (Externally)
- Protocols to observe when transporting detained goods.

#### INTRODUCTION

These instructions have been developed to provide a framework to ensure the secure storage of goods and promote accountability and consistency in the operations of the Detained Goods Management (DGM) function. It is important that all policies and procedures promote and reinforce integrity and transparency.

These instructions apply to the controls exercised on the management of Non Firearms with limited references to Firearms. Specific instruction on the management of Firearms, are contained in the Firearms & Weapons Custodial Firearms Manual – September 2009.

<http://cww.customs.gov.au/sitearea/CRG/documents/20071123ManualforIntranet.pdf>

The information contained in this instruction & guideline must not be disseminated outside Customs and Border Protection without direct permission from DGM Policy.

#### INSTRUCTIONS AND GUIDELINES

##### **Transfer of Goods – Internally**

When goods are being transferred within the Customs and Border Protection environment (internally) either interstate or intrastate, DGMS must be updated listing the goods for

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internal transfer. If the goods are high risk the receiving area should then be advised by email or facsimile of the details pertaining to the movement of the goods, including the following:

- Date of Dispatch
- DGMS Number
- Description of the goods
- Owner's name
- Mode of transport
- Courier/airline
- Consignment Number

If the goods are high risk, the provision of this transfer information, independent to DGMS, alerts the receiving area of impending arrival and any arrangements necessary for planning collection by client.

The receiving region should confirm arrival of the goods by updating the DGMS to reflect the goods have been received. All documents relating to the goods and their movement are to be filed appropriately. See Instruction & Guideline on DGMS and Records Management

To avoid the possibility that goods are incorrectly delivered, all references to the intended importer or ultimate consignee should be covered by paper or tape so that the only clear address relates to the Customs and Border Protection facility the goods are intended for.

### **Transfer of Goods - Externally**

When goods are being transferred to another government agency (externally) either interstate or intrastate, a Non-Firearms Release/Transfer receipt must be generated from the DGMS. The goods may be either temporarily or permanently transferred. The receiving agency should be given an advance notification by email or facsimile of the details pertaining to the movement of the goods, including the following:

- Date of Dispatch
- Description of the goods
- Owner's name
- Mode of transport
- Courier/airline
- Consignment Number

The receiving agency should confirm arrival of the goods by return phone call, facsimile message or e-mail and signing and returning the Non-Firearms Release/Transfer receipt. The transferring Detained Goods Store (DGS) or Temporary Storage facility (TSF) must ensure the receiving agency provides written confirmation of receipt. All documents relating to the goods and their movement are to be filed appropriately.

### **Transportation Protocols**

The security of goods under Customs and Border Protection control and the security of goods belonging to the Commonwealth are of major importance and must be treated accordingly. All goods are to be securely packaged, labelled and where appropriate sealed. Goods must be packaged in such a way as to minimise any likelihood of breakage, leakage or damage.

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As a minimum, all goods transferred internally must be clearly marked / labelled with the DGMS reference number so the goods are easily identified by the receiving DGS or TSF. For externally transferred goods, a copy of the Non-Firearms Release/Transfer receipt must accompany the goods.

Internal transport of goods is usually at Customs and Border Protection expense. Owners wishing to re-export their goods, for whatever reason, are required to pay the costs of the re-export. Refer to the DGM Instructions & Guidelines on Re-exporting Goods.

Any costs associated with the permanent release of goods to an owner/importer will, unless exceptional circumstances apply, be born by the owner/importer. Full details on releasing goods from a Detained Goods Store are contained in DGM Instructions and Guidelines – Releasing Goods from Store.

The mode of transport is determined by the value, size, risk to the community and priority of the goods. The following guide can be utilised to assist in classifying the risk status of a consignment of goods:

<b>Risk</b>	<b>Description</b>
<b>Low Risk</b>  (NB: One, some or all criteria may apply.)	Goods falling into this category will: <ol style="list-style-type: none"> <li>1. Contain low numbers of items, less than 5.</li> <li>2. Have a minimal or low weight.</li> <li>3. Not have a significant value, &lt;\$1000.</li> <li>4. Not be used as evidence.</li> <li>5. Loss or theft of the goods will cause minimal or no impact on Customs and Border Protection's corporate image.</li> </ol>
<b>Medium Risk</b>  (NB: One, some or all criteria may apply.)	Goods falling into this category will: <ol style="list-style-type: none"> <li>1. Contain intermediate numbers of items, less than 20 but more than 5.</li> <li>2. Do not constitute a significant weight.</li> <li>3. Have a value &gt;\$1000 but &lt;\$5000.</li> <li>4. Not be used as evidence.</li> <li>5. Loss or theft of the goods will potentially cause media coverage that is critical and will have a cumulative impact on support and trust in Customs and Border Protection.</li> </ol>
<b>High Risk</b>  (NB: One, some or all criteria may apply.)	Goods falling into this category will: <ol style="list-style-type: none"> <li>1. Contain a high number of items.</li> <li>2. Have a significant weight.</li> <li>3. Have a substantial value, &gt;\$5000.</li> <li>4. Be used as evidence in a prosecution.</li> <li>5. Loss or theft of the item will cause significant loss of public confidence in Customs and Border Protection.</li> </ol>

Local Detained Goods Management should be consulted to assist in the decision making process if any doubt exists regarding the risk posed by individual consignments. Such assessments and decisions are to be documented and recorded on local operational files.

The following recommended mode of transport should be provided as a minimum for each category of goods:

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<b>Category</b>	<b>Description</b>	<b>Mode of Transport</b>
Drugs	All drugs and items listed at Schedule 4 of the Customs and Border Protection (Prohibited Imports) Regulations	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers.
High Value	Diamonds, precious stones, gold, precious metals, jewellery, other items of significant value.	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers.
Sensitive	Pornography, Warfare items listed at Schedule 2, item 8 of the Customs and Border Protection (Prohibited Imports) Regulations, including inert ordnance	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post. Note: Australia Post will not deliver inert ordnance.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers.
Weapons	All controlled knives/daggers, concealed blades, martial arts equipment, nunchukas, blow-guns/pipes, laser pointers, darts and dart projectors, all crossbows, weighted gloves, gloves with protuberances, knuckle dusters, slingshots with arm braces, maces, flails, extendable batons, protective body armour, certain electric shock devices, anti-personnel sprays/devices, and other controlled/prohibited weapons and devices.	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers.
Firearms	All firearms Specific instructions relate to the secure storage and transport of firearms and ammunition. See URL below	<b>Low &amp; Medium:</b> Courier. For Parts – Standard courier service or Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers State/Territory Police and Firearms & Weapons Section must be advised of high risk movements.
Alcohol	All alcoholic beverages	<b>Low &amp; Medium:</b> Courier, commercial transport company.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs

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		and Border Protection Officers
IPR	Copyright and Trade Mark infringed goods	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers
Other	Chemicals, flammable fluids, certain dangerous goods, and all other controlled/prohibited goods not fitting into any other category  As per Customs and Border Protection OH&S Hazard Instructions & Guidelines relevant to the goods being transported	<b>Low &amp; Medium:</b> Courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers
Tobacco	Cigarettes, cigars and all other tobacco products	<b>Low &amp; Medium:</b> Internal mail, courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers
Wildlife	All protected and controlled animal and plant products	<b>Low &amp; Medium:</b> Internal Mail, courier, commercial transport company, Australia Post.
		<b>High:</b> Courier or hand carried / escorted by at least two Customs and Border Protection Officers

Deviation from the transport modes described above would be subject to risk assessment and approval by local detained goods management. Such assessments and decisions are to be documented and recorded.

Policies which relate to specific goods are to be consulted in relation to transport e.g.

- Firearms & Ammunition – refer to Customs and Border Protection National Security Policy – Secure Storage and Transport of Firearms and Ammunition.

<http://cww.customs.gov.au/sitearea/LES/documents/secure-storage-transport-firearms-ammunition.pdf>

- Comcare Approved OHS Code of Practice 2008 - Storage and Handling of Dangerous Goods

<http://www.comlaw.gov.au/ComLaw/legislation/legislativeinstrument1.nsf/all/whatsnew/EB5FC3B7354590F9CA25745F000F62CC?OpenDocument>

- Importation of Rough Diamonds - Security of Seized or Detained Goods - ACS Manual Volume 5 – Section 2.13.

<http://cww.customs.gov.au/sitearea/CRG/documents/2.13-PIReg4MAKimberleyProcess.pdf>

- Narcotics

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All narcotics are to be handed over to the Australian Federal Police as soon as practicable. The temporary storage of narcotics is to be held in a minimum Type 2 storage cabinet as applicable to the storage and movement of Firearms. Refer to Customs and Border Protection National Security Policy.

Cost effectiveness and available transport options may also determine the circumstances relating to the transport of detained goods.

NOTE: Internal mail should only be used for small consignments which are not capable of causing harm or damage in transit, leaking or breaking and are not considered to be portable and attractive in terms of theft.

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**RELATED POLICIES AND REFERENCES****PRACTICE STATEMENTS**

Detained Goods Management 2008/11

**OTHER INSTRUCTIONS AND GUIDELINES**

Refer to list on Practice Statement 2008/11

**KEY ROLES AND RESPONSIBILITIES**

The accurate despatch and receipt for goods transferred internally and externally with due regard to the transport protocols to be employed for certain goods.

National Manager Air Cargo and Detained Goods

Director Air Cargo Improvement

Director Detained Goods Management

Manager Detained Goods Management

**CONSULTATION****INTERNAL**

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines.

- Cargo - regional Detained Goods Management work areas.
- Trade Policy – Firearms & Weapons
- Infrastructure - Security

**PARTNER AGENCIES**

NIL

**APPROVAL**

<b>Approved on</b>	10 December 2010	
<b>By</b>	Raelene Vivian National Director Cargo Division	
<b>Review Period</b>	Annually	

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